

April 14, 2004

## OCCUPANT EMERGENCY PLAN

### A. REFERENCES

1. Federal Property Management Regulations 101-20 and 103-4.
2. 29 CFR OSHA Requirements.
3. Presidential Decision Directive (PDD) 67, Enduring Constitutional Government and Continuity of Government Operations.
4. Department of Defense Directive 3020.26, Continuity of Operations (COOP).
4. GSA Handbook PBS P2460.1A, Disaster Control in Federal Buildings.
5. DLAD 4100.5, DLA Fire and Emergency Services Program.
6. DLIS Instruction 3000.1, Occupant Emergency Plan, **July 11, 2003**, (hereby superseded).
7. DoD Directive 0-2000.12-H, DoD Anti-Terrorism Standards.
8. Federal Register: May 23, 2001, Volume 66, Number 100, Guidelines for Public Access Defibrillation Programs in Federal Facilities.

**B. PURPOSE.** Supersedes reference A6. This instruction provides procedures for the following emergency situations:

1. Incident Command/Emergency Management
2. Emergency Response Team
3. Natural Disaster Plan/Severe Weather/Snow and Ice Emergency Plan
4. Fire Rescue Plan
5. Fire Rescue Plan for Day Care Center
6. Medical Emergency/AED Plan/Employee Guidance
7. Bomb Threats
8. Hazardous Materials/WMD Incident Plan/Employee Guidance
9. Civil Disorders Plan
10. Force Protection Condition (FPCON) Operations

11. Hostage Situation/Barricaded Suspect

12. Violence in the Workplace

**C. APPLICABILITY AND SCOPE.** This instruction is applicable to all tenants of the Hart-Dole-Inouye Federal Center (HDIFC).

**D. DEFINITIONS**

1. Designated Official. The highest ranking official of the primary occupant agency, deputy or designated representative.

2. Fire Protection/Emergency Services Officer. Principal assistant to the designated official for emergency management and life safety concerns. Responsible for the management of the Fire Protection and Emergency Services Program.

3. Deputy Fire Protection/Emergency Services Officers. Assumes duties of the emergency services officer when absent. Responsible for supervising and expediting the planned and controlled movement of all building occupants in an emergency.

4. Command and Control Center (CCC) Operations Officer. Principal assistant to the designated official for management of Contingency and Business Recovery Operations. Operates the Command and Control Center. Focal point for secure communications with higher Headquarters and generating Situation Reports (SITREPS).

5. Security Manager (DRMS-WS). Principal assistant to the designated official for security and force protection concerns.

6. Federal Protective Service. Primary agency for law enforcement and physical security at the facility.

7. Force Protection Officer: Initiates and manages force protection activities.

8. Emergency Operations Center (EOC) Director: Directs EOC operations during emergencies. In normal circumstances this will be the Director of DLIS-R or his designated representative.

9. Emergency Operations Center (EOC) Manager. Activates and manages the EOC during emergencies.

10. Floor Monitors. Appointed individual(s) responsible for supervising and expediting all emergency actions required. Individual(s) responsible for the safe evacuation of personnel with disabilities in all life threatening situations.

11. Health and Safety Representative. Individual responsible for recording incidents/mishaps. Provides incident and mishap investigation to determine causes and factors that may prevent or reduce the severity of future mishaps. Provides technical consultation to determine airborne contamination and personal protection requirements.

12. Public Affairs Officer (PAO). Establishes and maintains contact with media agencies during incidents. Establishes media pool, prepares press releases and conducts press briefings.

13. Damage Control Officer (GSA). Individual responsible for controlling building utilities during an emergency.

14. Damage Control Team (GSA). Group of individuals responsible for maintaining facility integrity during an emergency.

15. Staff Duty Officer (SDO). Individual responsible for contacting appropriate authorities when emergencies occur during non-duty hours.

16. Contract Guard Service (GSA-FPS) officers on duty to provide security services, emergency radio monitoring, policy support, damage assessment and medical backup to the incident command operations.

**E. PROCEDURES.** Specific procedures for emergency plans specified in paragraph B, PURPOSE, are outlined in attached emergency plans.

**F. RESPONSIBILITIES.** Specific responsibilities for emergency plans specified in paragraph B, PURPOSE, are outlined in attached emergency plans.

**G. EFFECTIVE DATE AND IMPLEMENTATION.** This instruction is effective and requires implementation upon signature by the DLIS Deputy.

**H. INFORMATION REQUIREMENTS.** (Reserved for future use.)

BY ORDER OF THE COMMANDER

/s/  
RICHARD B. MAISON  
Deputy

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## INCIDENT COMMAND/EMERGENCY MANAGEMENT

### COMMAND & CONTROL CENTER (CCC)/EMERGENCY OPERATIONS CENTER (EOC)

The CCC/EOC is responsible for the management of all emergency operations and the coordination of response activities necessary to mitigate the incident. The function of the EOC is to act as a collection point for information related to a given situation. Pertinent information and recommendations are then forwarded to the command staff located in the CCC. Should the EOC be untenable emergency operations will be moved to a pre-determined alternate location.

### INCIDENT COMMAND TEAM

The Incident Command Team consists of two elements: the Command Staff and the EOC team.

1. The Command Staff consists of the Commanders and/or deputy(s) of the two largest tenant agencies. Notification shall be in the following order: (1) Defense Logistics Information Service (DLIS); (2) Defense Reutilization and Marketing Service (DRMS). The ranking officer/deputy present has authority to assume command in the absence of the designated official or his deputy.

2. The EOC team consists of individuals with specific expertise in emergency management, security and building systems and construction. The EOC team's responsibility is to provide information, make recommendations and provide options to the Command Staff. Consists of the following individuals:

### CCC/EOC TEAM

Emergency Services Officer	DLIS-R
CCC Operations Officer	DLIS-R
Deputy Emergency Services Officers	DLIS-R
Security Division (Force Protection)	DRMS-WS
Office of Investigations	DRMS-Q
Federal Protective Service	FPS
Emergency Operations Center Director	DLIS-R
EOC Manager	DLIS-R
EOC Staff	Volunteers
GSA Property Manager	GSA
Damage Control Officer - Mechanical Systems	GSA
Damage Control Officer - Custodial	GSA
Office of Public Affairs	DRMS-J
Health and Safety Representative	DRMS-DDS

## EMERGENCY MANAGEMENT

**The magnitude or level of a specific emergency will determine the level of EOC activation and the personnel required to report to the EOC.**

### EOC Activation

Level	Description	Command Notification/Action	Activation Status
<b>LEVEL 4:</b>	Short-lived, in-house emergency that does not impact operations, such as a medical emergency.	Notified by Emergency Services Officer.	No EOC/CCC activation required.
<b>LEVEL 3:</b>	Localized incident that may impact operations, such as an office fire. Involves local resources.	Command Staff reports to CCC.	Limited EOC/CCC activation.
<b>LEVEL 2:</b>	Incident impacting the facility, causing total disruption of operations, such as a law enforcement action, a fire involving a floor, multiple casualty incidents, bomb threats and some natural disasters.	Command Staff reports to CCC.	Full EOC/CCC activation. Possible 24/7 Operations.
<b>LEVEL 1:</b>	Incident that requires extensive outside assistance. Normal business activities suspended for an extended period of time. EOC coordinates interagency response. Tornado strikes, terrorist activities, fires involving multiple floors or buildings.	Defined as Command staff reports to the CCC.	Disaster Response – Full EOC Activation – 24/7 Operations.

<b>JOB DESCRIPTIONS/LEVEL OF ACTIVATION</b>		
<b>Position</b>	<b>Job Description</b>	<b>Level of Activation</b>
<b>Command Staff</b>	<ul style="list-style-type: none"> <li>• Report to CCC</li> <li>• Exercise overall command responsibility.</li> </ul>	<b>Level 3/2/1</b>
<b>Fire Protection/Emergency Services Officer</b>	<ul style="list-style-type: none"> <li>• Primary assistant to the Commander for fire/rescue operations, hazardous materials emergencies, severe weather emergencies, disaster response and emergency management.</li> <li>• Reports to the scene.</li> <li>• Directs notification of command staff.</li> <li>• Directs initial response and activation of the EOC.</li> <li>• Acts as liaison with local emergency services.</li> <li>• Provides situation reports to command staff.</li> <li>• Conducts briefings/debriefings.</li> </ul>	<b>Level 4/3/2/1</b>
<b>Deputy Fire Protection/Emergency Services Officers</b>	<ul style="list-style-type: none"> <li>• Responds to incident and establishes on-scene command.</li> <li>• Accomplishes assessment and size-up.</li> <li>• Reports to fire control room.</li> <li>• Manages fire control panel and internal communications.</li> </ul>	<b>Level 4/3/2/1</b>
<b>Security Manager</b>	<ul style="list-style-type: none"> <li>• Primary assistant to the Commander for all force protection and law enforcement-related matters.</li> <li>• Reports to EOC.</li> <li>• Manages Force Protection Operations in response to threat.</li> </ul>	<b>Level 3/2/1</b>
<b>Force Protection Officer</b>	<ul style="list-style-type: none"> <li>• Responds to incident to assess level and type of threat. Reports to EOC.</li> <li>• Continually advises security manager of situation.</li> <li>• Coordinates physical security/force protection countermeasures.</li> <li>• Initiates Force Protection Operations in accordance with DoD Directive 0-2000.12-H.</li> </ul>	<b>Level 3/2/1</b>
<b>Federal Protective Service</b>	<ul style="list-style-type: none"> <li>• Reports to Contract Guard Control Center.</li> <li>• Physical law enforcement/external security concerns.</li> </ul>	<b>Level 3/2/1</b>
<b>Emergency Operations Center Director</b>	<ul style="list-style-type: none"> <li>• Reports to EOC.</li> <li>• Directs EOC operations during emergencies.</li> <li>• Establishes communications with the CCC.</li> <li>• Responsible for incident status updates to CCC.</li> </ul>	<b>Level 3/2/1</b>

<b>JOB DESCRIPTIONS/LEVEL OF ACTIVATION</b>		
<b>Position</b>	<b>Job Description</b>	<b>Level of Activation</b>
<b>Emergency Operations Center Manager</b>	<ul style="list-style-type: none"> <li>• Duty station located in EOC.</li> <li>• Manages EOC operations during emergencies.</li> <li>• Secures and manages emergency communications assets.</li> <li>• Receives, records, reviews and disseminates reports and information.</li> <li>• Facilitates communications with the CCC.</li> <li>• Responsible for incident status updates within the EOC.</li> <li>• Responsible for complete documentation of the incident.</li> <li>• Tracks task completions.</li> </ul>	<b>Level 4/3/2/1</b>
<b>EOC Staff</b>	<ul style="list-style-type: none"> <li>• Report to EOC during emergency incidents.</li> <li>• Fill documentation, communications and support roles in the EOC.</li> <li>• Trained in basic emergency management skills and EOC operations.</li> </ul>	<b>Level 3/2/1</b>
<b>CCC Operations Officer &amp; Staff</b>	<ul style="list-style-type: none"> <li>• Reports to CCC.</li> <li>• Secures and prepares Video Teleconferencing Center (VTC) for emergency operations.</li> <li>• Maintains BRP/COOP for resumption of operations.</li> <li>• Establishes communications with DLA.</li> <li>• Prepares and submits situation reports.</li> </ul>	<b>Level 3/2/1</b>
<b>GSA Property Manager</b>	<ul style="list-style-type: none"> <li>• Reports to CCC.</li> <li>• Responsible for maintaining facility integrity during emergency.</li> <li>• Directs damage control efforts.</li> <li>• Directs GSA resources as needed.</li> </ul>	<b>Level 3/2/1</b>
<b>Damage Control Officer - Mechanical</b>	<ul style="list-style-type: none"> <li>• Responds to scene.</li> <li>• Maintains communication to property manager.</li> <li>• Attends mechanical devices such as ventilation, gas/steam/electrical systems, elevators, etc.</li> </ul>	<b>Level 3/2/1</b>
<b>Damage Control Officer- Custodial</b>	<ul style="list-style-type: none"> <li>• Responds to scene.</li> <li>• Maintains communication with property manager.</li> <li>• Attends to custodial concerns such as clean-up of blood/body fluids, water/smoke damage, rubble removal, etc.</li> </ul>	<b>Level 3/2/1</b>
<b>Public Affairs Officer</b>	<ul style="list-style-type: none"> <li>• Reports to EOC.</li> <li>• Responsible for all communication with the private sector (exclusive of emergency services) and the news media.</li> </ul>	<b>Level 3/2/1</b>



JOB DESCRIPTIONS/LEVEL OF ACTIVATION		
Position	Job Description	Level of Activation
Health and Safety Representative	<ul style="list-style-type: none"><li>• Reports to EOC as required.</li><li>• Maintains record of all incidents and mishaps.</li><li>• Provides incident and mishap investigation to determine causes and factors that may prevent or reduce the severity of future mishaps.</li><li>• Provides technical consultation to determine airborne contamination and personal protection requirements.</li></ul>	Level 3/2/1

## **EMERGENCY RESPONSE TEAM (ERT)**

### **PROCEDURES**

1. Maintain a volunteer force trained to (1) the Medical First Responder (MFR) level, which will operate within the guidelines of the State of Michigan (2) Advanced First Aid/CPR/AED which will act in a support role to MFRs.
2. During emergency incidents and increased Force Protection Conditions, the ERT is designated as short-term augmentation to the Contract Security Guard Force in positions that do not require armed guards (security sweeps, access control, etc.).
3. In the event of disaster/mass casualty incidents, the teams mobilize at the direction of the EOC. In the event of a medical emergency within the facility, the Contract Guard Control Center notifies on-call responders.
4. Form designated teams and assign primary zones of responsibility.
5. The teams will operate under the auspices of the designated official or his representative.
5. Team members will be issued medical kits/equipment and provided portable radios in order to respond to medical emergencies or injuries within the HDIFC facility or grounds.

### **RESPONSIBILITIES**

Designated Official	<ul style="list-style-type: none"> <li>• Ensure employees desiring to function as a member of the emergency response team be allowed to attend initial instruction/certification, continuing education opportunities, and the opportunity to attend training sessions and drills.</li> <li>• Ensure appropriate funding is available for equipping the emergency response team.</li> </ul>
Emergency Services Officer	<ul style="list-style-type: none"> <li>• Act as the Commander's designated representative and direct operations of the ERT.</li> <li>• Establish and maintain policy, procedures and guidelines.</li> <li>• Obtain appropriate equipment/supplies as identified by the ERT.</li> <li>• Assign officers, team leaders and primary zones of responsibility.</li> <li>• Arrange for EMS continuing education offerings, annual CPR/AED certification, bomb search and explosive device recognition classes. Identify and provide sources for classes dealing with terrorism awareness and EMS in WMD environments.</li> <li>• Maintain records of emergency medical responses.</li> </ul>

## EMERGENCY RESPONSE TEAM (ERT)

### RESPONSIBILITIES

(Continued)

ERT Chief and Team Leaders	<ul style="list-style-type: none"><li>• Direct the ERT during incidents.</li><li>• Establish and maintain on-call schedules.</li><li>• Schedule periodic drills and exercises.</li><li>• Maintain current list of persons designated as members of the ERT.</li><li>• Ensure all kits are stocked and ready for use.</li><li>• Forward all completed response reports to the emergency services officer.</li><li>• Ensure all requests for supplies are forwarded to the emergency services officer.</li></ul>
Emergency Response Team Members	<ul style="list-style-type: none"><li>• Maintain current first responder certification.</li><li>• Attend all in-house drills and re-certification training.</li><li>• Provide emergency medical response services within the facility and on the grounds on a daily basis.</li><li>• Mobilize and administer basic life support to injured employees during emergency situations.</li></ul>

## NATURAL DISASTER PLAN PROCEDURES

1. In the event of a tornado or other natural disaster, take immediate action to protect life and property and to minimize disruption of normal operations of the various agencies in the HDIFC. Key emergency services personnel and the contract guard service will monitor Battle Creek Emergency Services Direction and Control frequency (156.105MHz) on a continuing basis.
2. Because of the lack of a suitable shelter area in the day care center, on receipt of a tornado watch for Calhoun County, advise day care center staff to prepare for evacuation. Prior to the onset of severe weather or on receipt of a tornado warning for Calhoun County, evacuate the occupants of the day care center to a shelter area within the HDIFC, Building 2.
3. Evacuation of work areas to shelters will be at the direction of the designated official and emergency services officer. The emergency operations assistant and floor monitor force will direct the evacuation.

## RESPONSIBILITIES

Heads of agencies and subordinate elements	Ensure all personnel cooperate fully with the floor monitors/alternates and that all are aware of their individual responsibilities.
GSA Property Manager	Ensure all utilities, operating areas and vital areas are secured and that emergency crews are available for repairs, removal of rubble, and assist in rescue work.
Floor Monitors and Alternates	<ul style="list-style-type: none"> <li>• Become acquainted with the shelter areas in or adjacent to their areas of responsibility.</li> <li>• Ensure all personnel in their areas of responsibility know who the floor monitors are and are familiar with existing emergency procedures.</li> <li>• During emergencies, direct movement of personnel to shelter areas.</li> <li>• Report to the EOC, extension 5551, only after the all clear has sounded.</li> </ul>
Contract Guard Service Control Center (Post 30A)	<ul style="list-style-type: none"> <li>• Monitor Battle Creek Emergency Services Direction and Control frequency (156.105MHz) on the scanner located in control center.</li> <li>• After duty hours, advise the SDO located in the telecommunications center (1B-SB-02) of all weather watches/warnings that affect or may affect the local area.</li> <li>• Advise personnel against exiting the building once the order to take shelter is given.</li> <li>• <u>After Duty Hours:</u> SDO will assume responsibility for the notification of building occupants in the event of a warning through the contract guard service. Control and direct evacuation of occupied work areas to shelters. Note: After duty hours, most of the personnel on-site are working in designated shelter areas; however, notification for those employees/contractors who may be in the building is essential.</li> </ul>

## NATURAL DISASTER PLAN

### PROCEDURES

#### (Continued)

Emergency Services Staff	<ul style="list-style-type: none"> <li>• Activate the EOC.</li> <li>• Equip and position assigned spotters.</li> <li>• Activate tactical operations net.</li> <li>• Plot weather activity on appropriate maps.</li> <li>• Advise HDIFC personnel of possible or impending severe weather.</li> <li>• Initiate all alarms and advisories.</li> <li>• Respond to day care center to assist with sheltering.</li> </ul>
Command Staff	Report to the CCC located in 1B-SB-02.

### DESIGNATED SHELTER AREAS

1. It is the individual responsibility of all occupants of this facility to be aware of and familiar with designated shelter areas in the locations where they work or frequent.
2. Occupants caught outside of their work area when a warning is announced may find alternate shelter in any basement, windowless stairwell or windowless interior room with structural walls (not modular walls or panels). Closets will provide adequate protection.
3. Upon entering any designated shelter area, ensure interior doors are closed, latched if possible, in order to prevent flying glass and debris from reaching the shelter area.
4. The following table shows the areas in each building have been designated as shelter areas in the event of a tornado warning or drill.

**BATTLE CREEK FEDERAL CENTER  
DESIGNATED SHELTER AREAS**

<b>Building/Floor</b>	<b>Shelter Area</b>
<b>Building 1, Floors 7-13</b>	Hall areas at the north and south end of the building as well as the storage room and interior office at the south end of the building. Overflow may take shelter in the stairwell. Note: Some south end floor plans do not have storage rooms or interior offices; on these floors, personnel should take shelter in the stairwell.
<b>Building 1, Floors 2-6</b>	Hall area at the south end of the building, the storage room and the interior office at the south end are the designated shelter areas for these floors. Overflow may take shelter in the stairwell.
<b>Building 1, Ground &amp; First Floors</b>	Occupants of these floors are to evacuate to the basement of Building 1.
<b>Building 1A</b>	All occupants of the cafeteria, kitchen and classrooms are to evacuate to the basement/sub-basement levels.
<b>Building 1B</b>	Entire building is a designated shelter area. Occupants should remain in place.
<b>Building 2, Floor 6</b>	Center hallway is designated as a shelter area for the occupants of this floor.
<b>Building 2, Floors 3-5</b>	South end, interior hallway is the designated shelter area for the occupants of these floors. Ensure all interior office doors and smoke doors are closed.
<b>Building 2, Floor 2</b>	The main hallway from the center to the north end of the building has been designated as a shelter area for the occupants of this floor.
<b>Building 2, Floor 1</b>	Occupants of this floor are to evacuate to the basement of Building 2.
<b>Buildings 2A, 2B and 2C</b>	No designated shelters in these buildings. All occupants are to evacuate to the basement floor.
<b>Buildings 4, 4A and 5</b>	Occupants of these buildings are to evacuate to the nearest basement area.
<b>Day Care Center</b>	No designated shelter areas in the day care center. When severe weather threatens, current local weather conditions will be evaluated and if necessary, the Day Care Center and staff will be moved into the main facility. The Assistant Emergency Services Officer will determine and secure a room with the capacity necessary to house the occupants of the Day Care Center.

## SNOW/ICE EMERGENCY PLAN/ WINTER STORM PROCEDURE

### GENERAL POLICY

1. This enclosure contains the detailed procedures and responsibilities for closing the HDIFC in the event of a winter storm emergency.
2. In general, the HDIFC will delay opening or close only when a weather-related state of emergency exists in the City, County, or State that necessitates closure of local businesses and/or road closures.
3. With the overall safety of the workforce in mind, the Command Staff has adopted a liberal leave policy during the winter season. Employees are personally responsible for their own safety and should not place themselves at risk or drive beyond their capabilities during inclement winter weather in the interest of reporting for duty.
4. Annually, and prior to the beginning of the winter season, an updated letter concerning HDIFC opening, delay and closure procedures will be distributed to every employee. The letter contains radio station call signs that disseminate closure information as well as the HDIFC telephone number for a recorded message. Refer to the copy of the current memorandum.

### WINTER STORM CONDITIONS

<b>Winter Storm Watch</b>	Severe winter weather conditions may affect the area.
<b>Winter Storm Warning</b>	Severe winter weather conditions are imminent.
<b>Ice Storm Warning</b>	Significant, possibly damaging ice accumulations expected.
<b>Heavy Snow Warning</b>	Expecting a snowfall of at least 4 inches in 12 hours or 6 inches within the next 24 hours.

### RESPONSIBILITIES

The Command Staff consisting of the commanders of DLIS and HQ DRMS will make all decisions as to closings and re-openings of the HDIFC due to winter storm emergencies.

The Fire Protection/Emergency Services Officer (DLIS-R) will function as the winter storm monitor during normal duty hours (0800 - 1600, Monday through Friday). In his absence these duties will revert to the Deputies or other designated representative from DLIS-R.

The SDO will function as the winter storm monitor after normal duty hours (1600 - 0800, Monday through Friday; 24 hours, weekends and holidays).

### PROCEDURES

#### DURING NORMAL DUTY HOURS

Fire Protection/Emergency Services Officer/EOC Staff	<ul style="list-style-type: none"> <li>• Monitor Battle Creek Emergency Services, the National Weather Service's point of contact in Calhoun County. All watches and warnings for this area originate with this agency. NOAA weather information is available through cable access in the EOC or the CCC.</li> <li>• Determine winter storm potential and subsequent actions.</li> <li>• Advise the Command Staff and workforce of possible winter storm emergencies.</li> <li>• Notify the DLIS Command Staff/EOC Director when it becomes evident that local road conditions may deteriorate to the point that a serious threat to traffic safety exists and it has become advisable to release HDIFC personnel before conditions deteriorate further.</li> <li>• Notify the day care center of decision to close facility.</li> </ul>
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## SNOW/ICE EMERGENCY PLAN/ WINTER STORM PROCEDURE

(Continued)

### AFTER NORMAL DUTY HOURS

Command Staff	Confer with primary designee of HQ DRMS/DSIO-J as well as the GSA Property Manager, in arriving at a decision.
Heads of each HDIFC activity	Notify their directorates/offices of the decision to close.
Staff Duty Officer (SDO)	<ul style="list-style-type: none"> <li>• Monitor weather conditions on a routine basis by the following means:</li> <li>• Access the National Weather Service web page <a href="http://www.crh.noaa.gov/grr/index.html">http://www.crh.noaa.gov/grr/index.html</a>, select the option Java Enhanced, then select Calhoun on the county map.</li> <li>• Request contract guards regularly check the weather and report the condition of the employee parking lots, nearby sidewalks and streets, and the status of snow removal in the parking lots. <ul style="list-style-type: none"> <li>○ Contact the following to determine road conditions and projected weather:</li> <li>○ Michigan State Police - 968-6115</li> <li>○ Calhoun County Road Commission - 965-5788</li> </ul> </li> </ul> <p>Inform the CCC Operations officer or (in his absence) the Emergency Services Officer not later than 0300 of all conditions.</p>
EOC Director/Alternates: CCC Operations Officer Emergency Services Officer	<ul style="list-style-type: none"> <li>• MAKE A RECOMMENDATION TO THE COMMANDER regarding delayed opening and its duration or complete closure of the facility.</li> <li>• In the event that local Emergency Services have declared a state of emergency or law enforcement agencies have closed area roads, the EOC Director or his alternates will notify the DLIS Commander that personnel may be arriving late due to this circumstance.</li> </ul>
DLIS Commander	<ul style="list-style-type: none"> <li>• After considering the information and recommendation provided by the EOC Director:</li> <li>• Confers with the primary designees from HQ DRMS and GSA to reach a consensus on possible actions.</li> <li>• GSA will provide information concerning the completion time for the snow removal in employee parking lots.</li> <li>• Contact the SDO with a decision NO LATER THAN 0400.</li> </ul>



## **SNOW/ICE EMERGENCY PLAN/ WINTER STORM PROCEDURE**

(Continued)

### **AFTER NORMAL DUTY HOURS**

GSA Property Manager	Notify Contract Guard Service, cafeteria, snack bar and the DoD Federal Credit Union facilities.
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### **SPECIAL CONSIDERATIONS**

All participants must be flexible in exercising this plan. Any number of situations may arise that could necessitate reversing a decision to remain open.

- Winter storms may develop quickly after a decision to remain open has been made.
- Snow removal equipment may break down.

Continual monitoring of the developing situation is a critical consideration.

Mission essential personnel with requirements to continue operations and any arrangements required to facilitate their arrival should report in advance to the GSA Property Manager. (DLIS-R provides this information to GSA on an annual basis.)

Primary parking facilities for mission essential personnel will be in lot #1.

Personnel remaining on duty to support emergency operations will contact the SDO relative to emergency food supplies, sleeping arrangements, and bathing facilities.

## **FIRE/RESCUE PLAN POLICY**

Based on recommendations from the NFPA and the Battle Creek Fire Department (BCFD), initial response to a fire alarm will involve moving the occupants of the fire floor and one floor above the affected area. This allows firefighters immediate access to the affected area and is a safeguard in the event the fire spreads more rapidly than anticipated. False alarms or small, easily controlled fires will not cause any further movement of personnel. Because of the presence of a fire suppression system in the building and the normally timely response of BCFD a complete evacuation of the building is unlikely. Only a large, uncontrolled fire will generate a complete evacuation and will only take place at the order of the BCFD or by the facility Fire Protection/Emergency Services Officer in the event of an immediate threat to life safety.

## **PROCEDURES**

Upon the activation of a fire alarm, the system will automatically advise the occupants of the fire floor to move down one floor, and the floor above to move down two floors. All other floors are directed to stay in place. *Exception: Floors three and below and buildings other than 1 and 2 are automatically directed to vacate the building.* The intent of this type of response is to allow the fire suppression system to do its job, for the fire department to access the fire floor unimpeded, and to minimize the number of displaced persons.

## **GENERAL INFORMATION: ALL BUILDINGS AND FLOORS**

When a fire alarm is activated the system will issue one of the following instructions.

- Move down one floor (received by the fire floor)
- Move down two floors (received by the floor above the fire floor)
- Standby to receive personnel (received by the floor below the fire floor)
- Evacuate (received by floors from three down)
- Stay in place (all other floors in the zone)

Because these instructions are subject to change, it is imperative that occupants follow the verbal instructions transmitted on the PA system.

## **PLACES OF REFUGE**

Stairwells and landings are designated as places of refuge.

## **DISABLED PERSONS**

Those who can negotiate the stairs with assistance should proceed to the assembly point designated by the alarm system. Those who are unable to negotiate the stairs safely are to remain on the stairwell landing until the arrival of the fire department who will then assist them to a safe area. Floor monitors will report the numbers and location of personnel awaiting assistance.

## **EVACUATION ORDERS**

Should the BCFD/facility Fire Protection Officer order an evacuation of all or any part of the facility, all personnel will proceed to the nearest emergency exit and leave the building. For the purposes of evacuation Building 1 and 2 will be treated as a single structure; as such an evacuation order will apply to both buildings.

## FIRE/RESCUE PLAN

### RESPONSIBILITIES

Contract Guard Service Control Center (Post 30A)	<ul style="list-style-type: none"> <li>• Contact Battle Creek Alarm Office by dialing 911 and advise the dispatcher of the alarm location. BCFD Engine 2 will report to the Champion Street entrance in order to access the fire control room.</li> <li>• Upon receipt of a fire alarm, alert the Fire Protection/Emergency Services Officer/deputies and emergency services staff utilizing the DLIS Tactical Radio Net. Post 30A will also alert FPS and security patrols.</li> <li>• Respond to appropriate entrance to escort arriving BCFD personnel.</li> </ul> <p><u>After Duty Hours:</u></p> <ul style="list-style-type: none"> <li>• Contact the SDO that response to a fire alarm is underway.</li> <li>• Evacuate all personnel in the alarm zone.</li> <li>• Contact, without delay, the Fire Protection/Emergency Services Officer, deputies or their designated representatives. Contact numbers are available in the emergency call list.</li> <li>• Dispatch roving guards to escort incoming fire units to the Fire Control Room and direct firefighters to the scene of the alarm.</li> </ul>
Fire Protection/Emergency Services Officer/Deputies	<ul style="list-style-type: none"> <li>• Proceed to reported fire areas to assess state of involvement.</li> <li>• Establish contact with the BCFD fire ground commander.</li> <li>• Direct occupant emergency assistant to report to alarm room with necessary administrative support.</li> <li>• Direct designated personnel to activate the EOC with level 3 staffing.</li> <li>• Report on-scene situation to incoming BCFD units.</li> <li>• Advise occupant emergency assistant of areas to evacuate and route to take as situation dictates.</li> <li>• Report to alarm room.</li> <li>• Preempt automated alarm advisory and initiate pre-planned movement of personnel.</li> <li>• Coordinate floor monitor activities.</li> <li>• Assume responsibility for all communications originating from the alarm room.</li> <li>• Assume control of in-house radio nets. Curtail all unnecessary radio traffic.</li> </ul> <p><u>After Duty Hours:</u></p> <p>The Fire Protection/Emergency Services Officer/Deputies are to be notified immediately by the contract guard service in the event of a fire occurring after-hours. Will respond on an as-needed basis.</p>
Emergency Response Team (ERT)	<ul style="list-style-type: none"> <li>• ERT chief will establish contact with Fire Protection/Emergency Services Officer.</li> <li>• Stage personnel at the 6<sup>th</sup> floor (or first tenable floor below the 6<sup>th</sup> floor if the 6<sup>th</sup> floor is untenable) level of Building 1 to assist with evacuation of disabled personnel.</li> <li>• Position first responders at relocation areas to assist with any medical emergencies.</li> </ul>

## FIRE/RESCUE PLAN

### RESPONSIBILITIES

(Continued)

Floor Monitors	<ul style="list-style-type: none"> <li>• Direct the movement of personnel to safe evacuation routes.</li> <li>• During alarm responses and evacuations:               <ul style="list-style-type: none"> <li>✓ Ensure that all stairwell doors are accessible.</li> <li>✓ Fire doors must remain closed and latched unless they are in active use.</li> <li>✓ In the event of accidents, direct personnel to provide assistance as necessary.</li> <li>✓ Patrol the floor to ensure it is completely evacuated.</li> <li>✓ Close hall doors.</li> <li>✓ Close fire doors to stairwell after area is cleared.</li> <li>✓ Direct those assigned to assist disabled personnel to the appropriate exit.</li> <li>✓ Stage personnel unable to negotiate stairs on stairwell landings.</li> <li>✓ Report numbers of staged personnel to Post 30A, extension 5555.</li> <li>✓ Upon completion of evacuation, report status of actions to the EOC, extension 5551.</li> <li>✓ Report physically to the EOC and verify phone call.</li> <li>✓ Stand by for other assignments.</li> </ul> </li> </ul>
Supervisors	<ul style="list-style-type: none"> <li>• Maintain a list of all disabled persons in their workforce.</li> <li>• Ensure a minimum of three persons are assigned to assist disabled persons during emergencies.</li> <li>• Ensure employees comply with emergency instructions.</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Respond to all alarms as directed by the alarm system.</li> <li>• Follow the directions of emergency personnel including floor monitors, members of the ERT and firefighters.</li> <li>• Assist disabled employees during evacuation.</li> <li>• Use stairways to evacuate floors.</li> <li>• Upon reaching relocation areas, remain there until advised to return to work or to leave the building.</li> </ul>

**FIRE/RESCUE PLAN**  
**INCIPIENT STAGE FIRE FIGHTING**

- There are fire extinguishers located throughout the facility for employee use in extinguishing fires while they are still small and controllable. Distribution is in accordance with the NFPA Standard for Portable Fire Extinguishers (NFPA 10). However, there is no requirement for employees to engage in incipient stage fire fighting.
- Employees must be familiar with the procedures necessary to use fire extinguishers and be able to make a quick fight or flight decision. Attempt to use a fire extinguisher only if all of the following apply:
  - The building is being evacuated.
  - The alarm system is being activated from the nearest pull station.
  - The fire is small and confined.
  - An exit is clear and you can fight the fire with your back to the exit.
  - A proper extinguisher is available.
  - You have received training and are confident about using the extinguisher.
  - You can stay low and avoid breathing smoke.
- Remember, there is no requirement for you to put yourself at risk fighting a fire of any size. If the above conditions do not exist, activate the alarm system and leave the area immediately.
- Fire extinguisher familiarization, including extinguisher types, selection and safe use is provided annually during the emergency plans review.

## **FIRE/RESCUE PLAN FOR DAY CARE CENTER PROCEDURES**

In the event of a fire alarm or reported fire in the day care center, the first priority will be immediate evacuation of the children and staff and their relocation to a secure location within the HDIFC.

### **RESPONSIBILITIES**

Day Care Center Director	<ul style="list-style-type: none"> <li>• Upon activation of the fire alarm system or being notified of smoke or a fire in the building, immediately begin evacuation procedures.</li> <li>• Ensure all children evacuate through the nearest emergency exit and relocate to a safe area within the HDIFC.</li> <li>• Immediately report any disparity in attendance rosters and numbers of evacuated children to either the Fire Protection/Emergency Services Officer, Battalion Chief, or firefighter on the scene.</li> <li>• Maintain a readily accessible list of telephone numbers for parent contact and provide current list to the Emergency Services Officer at his request.</li> </ul>
Fire Protection/ Emergency Services Officer/Deputies	<ul style="list-style-type: none"> <li>• Respond to the scene and direct evacuation.</li> <li>• Determine validity of alarm; accomplish initial assessment of situation.</li> <li>• Establish on-scene command and liaison with BCFD fire ground commander.</li> <li>• Determine and secure the closest room with capacity necessary to house occupants of the Day Care Center.</li> <li>• Direct relocation operation.</li> <li>• In conjunction with day care center director and utilizing EOC support unit, initiate parent notification procedures.</li> </ul>
FPS/Contract Guards	<ul style="list-style-type: none"> <li>• Provide security at the scene and relocation point.</li> <li>• Assist occupant emergency assistant, as necessary, in clearing and securing necessary space.</li> </ul>
EOC Team	<ul style="list-style-type: none"> <li>• Activate EOC operations.</li> <li>• Provide necessary communications support at relocation point.</li> <li>• Assist in parent notification efforts.</li> </ul>
Emergency Response Team, Chief/Assistant Chief	<ul style="list-style-type: none"> <li>• Respond to scene and direct Emergency Medical Services (EMS) operations.</li> <li>• Determine number of response personnel required.</li> <li>• Identify site for triage area as needed.</li> </ul>

## MEDICAL EMERGENCY PLAN PROCEDURES

The HDIFC Occupant Medical Emergency Plan is multifaceted and ensures:

1. Quick and appropriate response to any medical emergency.
2. Contact of appropriate organizational elements when such emergencies occur.

### RESPONSIBILITIES

Any employee upon identifying a medical emergency	<ul style="list-style-type: none"> <li>Immediately report the emergency to the Contract Guard Control Center by dialing 5555 and provide the information requested by the guard.</li> <li>Remain at the scene of the medical emergency.</li> </ul>
Contract Guard Service Control Center (Post 30A)	<ul style="list-style-type: none"> <li>Upon notification of a medical emergency <b>during duty hours (0800-1630)</b>.</li> <li>Utilizing the DLIS Tactical Radio Net, announce a medical emergency in progress at (provide specific location). Based on caller information, give nature of the call – medical emergency, possible heart attack, etc. Repeat call twice. This radio call will simultaneously notify all key personnel. All responding units will call in-service as they respond. Under normal situations, activation of the system requires no telephone calls.</li> <li>Call the Battle Creek Alarm Office (911) and report the medical emergency.</li> <li>Dispatch a roving guard to the designated entrance in order to escort emergency response personnel to the scene.</li> <li>Contact Guard on scene is responsible for scene security. Direct all bystanders and otherwise uninvolved persons to leave the scene.</li> <li>Direct entrance guards to ensure that no one impedes responders and provide an escort, if necessary.</li> <li>All area EMS providers and fire department first responders will respond to all medical emergencies through the Manchester Street gate, to Exit 5 (Credit Union entrance).</li> <li><b>After Normal Duty Hours:</b> <ul style="list-style-type: none"> <li>Advise 911 dispatcher of the most convenient entrance for EMS providers and fire department first responders to respond.</li> <li>Dispatch a roving guard to the scene to render aid.</li> <li>Dispatch a guard to identified entrance to escort responding units to the scene of the emergency.</li> <li>Contact the SDO that a response to a medical emergency is underway and state the location.</li> <li>Document the event and make appropriate notifications.</li> </ul> </li> </ul>
DLIS-R	Provide at least two persons to act as guides and secure elevators necessary for the use of responding personnel. In addition, designated emergency response team personnel will report to the scene to render basic life support and establish contact with incoming EMS units.

## **Automatic External Defibrillators (AED) POLICY**

1. AED use within the HDIFC is limited to members of the Emergency Response Team, Federal Protective Service, Contract Guard Service, Health Unit and Certified Fitness Center personnel.
2. Prior to use, all users must maintain current CPR/AED certification (American Heart Association/Red Cross). Additionally, ERT personnel will review the in-service video annually.
3. AEDs are approved for use on HDIFC grounds only. Sidewalks and the surrounding streets remain the jurisdiction of the City of Battle Creek.
4. The AED may only be used on a patient in cardiac arrest, that is to say, the patient must be pulseless and breathless. Basic Life Support (CPR) assessment protocols must be used prior to applying the AED electrodes.
5. The AED is for use on adults only. It is not designed for use on any patient under the age of 12.

## **RESPONSE PROCEDURES**

- AED units are available at the following locations:
  - Washington Street Guard desk
  - Contract Guard Control Center – 1-G-6 – Champion Street Lobby
  - Health Unit
  - Fitness Center
  - FPS MegaCenter
  - Mobile Unit with Emergency Response Team.
- The ERT will respond with an AED and oxygen kit on any call referencing difficulty breathing, chest pain or unconsciousness.
- The first trained responder on-scene will assess the victim. If AED use is indicated responders will administer the AED and CPR according to established protocols.
- An ERT member or Contract Guard will bring a second AED unit to the scene.
- The ERT team leader/Health Unit Nurse on scene will direct activities until the local EMS arrives and assumes care of the victim.
- Any additional ERT members/Contract Guards will assume responsibility for recording of data and time notifications, crowd control and escorting of Fire/EMS units.



## **Automatic External Defibrillators (AED)**

### **POST-RESPONSE PROCEDURES**

- All AEDs are equipped with a device that records information about the patient's heart rhythm, AED assessment functioning, and the characteristics of the shock(s) administered. Following use, the AED will be turned over to the Emergency Services Officer/Health Unit for downloading.
- All material downloaded from the AED will be delivered to the BCHS Emergency Department.
- Should the AED be contaminated with blood or body fluids, it will be contained in a red biohazard waste bag before it leaves the scene of the incident.
- Incident reports, re-stocking of supplies and returning the AED to service will be accomplished in a timely manner.
- CISD de-fusing session will be coordinated by the Family Advocacy Program Manager.

## **Responding to Medical Emergencies in the Workplace**

### **An Employees Guide**

#### **If a medical emergency occurs in my work area - how do I handle it?**

First, we must recognize what a medical emergency is. The Occupant Emergency Plan defines a medical emergency as any injury or illness severe enough to prevent a person from proceeding to the Health Unit for care or any situation in which attempting to seek treatment on their own would put them in jeopardy or at risk!

Medical emergencies fall into two groups, life-threatening and non-life-threatening.

Life-threatening medical emergencies include - but are not limited to - cardiac arrest, chest pain, difficulty breathing, choking, any reference to heart attack, unconsciousness or reduced level of consciousness, diabetic emergencies, seizures, major trauma or uncontrolled bleeding, major fractures, severe abdominal pain, allergic reactions, traumatic back pain, falls over 6 feet, or any unknown situation.

Non-Life-Threatening medical emergencies include - easily controllable bleeding, simple fractures, slip and fall type injuries, non-traumatic back pain.

#### **How do I report a medical emergency?**

**Call 5555 and provide the guard/dispatcher with the following information:**

1. Your name.
2. Your exact location to include building, floor and room number.
3. A callback number - an extension closest to the victim.
4. The nature of the emergency.
5. Is the victim conscious?
6. Is the victim breathing?
7. Age and sex of the victim.
8. Is anything being done?

#### **What next?**

**Do Not** - hang up until help arrives, the dispatcher is trained to help you.

**Do Not** - move the victim.

**Do Not** - place or allow anyone to place anything under the victims head or neck.

**Do Not** - attempt to diagnose the problem before calling.

**Do Not** - allow persons experiencing shortness of breath or chest pain to walk to the Health Unit. These conditions are indicative of a true, life-threatening medical emergency and can deteriorate rapidly with any exertion. Have the patient sit down and relax, loosen any restrictive clothing and let the help come to them.

**Do Not** - allow indecision to endanger someone's life. When in doubt, declare a medical emergency - call 5555.

**Do Not** - do *anything* you are not trained to do.

**Do Not** - Allow anyone else to do any of the above.

**Do Not** - Get involved with transporting ill or injured employees to the Emergency Room. Particularly those who are experiencing a potentially life-threatening emergency. You are placing yourself in a position of liability should the patient's condition rapidly deteriorate while they are in your care. Generally, this is best accomplished with an ambulance.

**Do** be aware of personnel in your area who are floor monitors or first responders.

### **What if the person says they don't want you to call 5555?**

Often, people who are experiencing potentially life-threatening emergencies, especially heart attacks or other conditions that result in reduced oxygen flow to the brain, experience a reduction in their level of consciousness that decreases their ability to make sound decisions. They may unwittingly place themselves in jeopardy. In addition, people who are having cardiac problems often experience a denial factor - they don't want to recognize they are in trouble and that by ignoring it or not making a "big deal" about it, it will go away. These situations can deteriorate with alarming rapidity and you must act in the best interests of the subject. In spite of their wishes, discreetly calling 5555 and activating the EMS system may well be an action that saves this person's life.

Remember that time is critical. The longer treatment is delayed, the more damage is being done. EMS personnel deal with these problems every day and can often help these people understand that they are in trouble and genuinely need help. All ambulances that operate in the Battle Creek metropolitan area are Advanced Life Support units. This means that they are essentially, rolling emergency rooms. These units are extensions of the hospital and operate under the direction of the emergency room physician. The paramedics can intervene with cardiac monitoring and drug administration - providing the same initial care the patient would receive at the hospital.

### **Can I get into trouble for calling 5555?**

Absolutely not. If you encounter a situation that you perceive as an emergency, you are well within your rights to activate the EMS system.

### **What Else Can I Do?**

Please recognize that a medical emergency is an intensely personal event. We are very concerned with our patient's right-to-privacy and are bound by law to observe patient confidentiality.

- If you are not actively involved in the response, please leave the area.
- Please understand, ERT members are restricted from discussing the specifics of an emergency response.
- If you are involved in a response, please refrain from discussing the specifics of an incident with anyone. Particularly, do not connect a person's identity with the incident.

## **BOMB THREAT PROCEDURE PROCEDURES**

1. Bomb threats, both real and hoaxes, of any magnitude, can occur in the HDIFC. In the event of such a threat, the designated official must be in a position to quickly choose a course of action that will safeguard personnel and property. He must also have access to the resources necessary to quickly search out, locate, neutralize or dispose of any dangerous devices.
2. Conditions surrounding bomb threats are so variable that it is not feasible to establish an overall procedure for all instances. The presence of a bomb may be actual or fictitious; the recipient of the information may be at any employment level, creating problems of communication; or the warning may be by almost any means and may encompass many claims.
3. The most serious of decisions to be made in the event of a bomb threat is evacuation. An educated decision can circumvent the calculated risk and provide prime consideration for the safety of personnel in the building. It can also result in lost productivity, delayed project deadlines, disruption and be very costly. However, it is always best to assume the safest course of action.
4. Once the designated official has determined a course of action, all other agencies in the HDIFC must accomplish the course of action and minimize the loss of life and property.
5. In determining the validity of a threat, it is important to remember that credibility is context driven. More detail increases credibility, particularly if a Specific Target Location (S.T.L.) or a Time of Explosion (T.O.E.) is included with the threat.

## **RESPONSIBILITIES**

Designated Official	<ul style="list-style-type: none"> <li>• Make determinations, after consultation with the Command Staff, Director, Security Manager, Force Protection Officer, Emergency Services Officer/alternate, FPS, GSA Property Manager, and law enforcement officials, on appropriate courses of action.</li> </ul> <p>Decisions will be made on the best intelligence available. Priorities should be given to:</p> <ul style="list-style-type: none"> <li>• Protection of employees and resources.</li> <li>• Determine if adequate trained resources are available to conduct detailed search.</li> <li>• Using designated individuals to search for potential explosive devices.</li> <li>• Partial or complete evacuation or relocation of personnel.</li> <li>• Keeping evacuated personnel at a safe distance from affected facilities.</li> <li>• Direct a facility lockdown to prevent unauthorized personnel from re-entering the facility.</li> <li>• Making informed and reasonable determinations when the threat has terminated, and it is safe to return to normal operations.</li> <li>• When advised that there is immediate danger to persons, such as explosion or discovery of an actual explosive device, or when a T.O.E. does not allow adequate time, order the evacuation of the HDIFC at once, without consultation.</li> </ul>
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## BOMB THREAT PROCEDURE

### RESPONSIBILITIES

Emergency Services Officer/Assistants	<ul style="list-style-type: none"> <li>• Upon receipt of information of a bomb threat, immediately notify the Designated Official, Security Manager, FPS and the GSA Property Manager. Proceed to the EOC and coordinate the activities of the floor monitors with the activities of contract guard service, local police and other responding agencies.</li> <li>• May, without designated official approval, take necessary action to safeguard personnel in potentially life-threatening situations.</li> <li>• Ensure all command staff and the EOC team are notified and requested to report immediately to the EOC.</li> <li>• While decision-making is underway for all bomb threats and prior to evacuation, direct a cursory (quick) search of all evacuation routes and relocation areas.</li> <li>• Control/restrict use of all portable radios and cell phones within 300 feet of affected area/buildings.</li> <li>• If threat affects the day care center, make provisions for the safe evacuation of the children and staff, and timely notification of parents. Dispatch emergency services personnel there to assist in timely and orderly evacuation of the children and staff to a safe location.</li> <li>• When determining evacuation routes, ensure routes do not traverse affected area.</li> <li>• Prior to search activities, brief search teams with best information available as well as search procedures and locations. If no S.T.L. is given, direct initial search activities to evacuation routes, relocation areas, exterior of the facility and common use areas (restrooms, lobbies, etc.).</li> <li>• Coordinate search activities with available resources while observing safety precautions.</li> <li>• When a T.O.E. is given, direct search teams to conduct a search up to 30 minutes prior to T.O.E. Resume the search 60 minutes after the given T.O.E.</li> <li>• Maintain and communicate awareness of secondary devices on all incidents.</li> </ul>
Security Manager, Security Manager (DRMS-WS)	<ul style="list-style-type: none"> <li>• Immediately notify the designated official, the Emergency Services Officer/alternate and the FPS and advise them of the situation.</li> <li>• Proceed to the EOC and, with the Emergency Services Officer/alternate, set up command operations.</li> <li>• Recommend, after consultation with FPS, the appropriate Force Protection Condition is implemented.</li> </ul>
CCC Operations Officer	<ul style="list-style-type: none"> <li>• Initiate SITREP to DLA.</li> <li>• Prepare for emergency operations.</li> </ul>

## BOMB THREAT PROCEDURE

### RESPONSIBILITIES

<p>Emergency Operations Center (EOC) Director/Manager</p>	<ul style="list-style-type: none"> <li>• As directed by the designated official, disseminate information to all employees of the HDIFC concerning actions they should take in their own work areas. Instruct employees to leave their work stations and report to a central location (safe area) and remain there until instructed to return to duty or to leave for the day. Ensure that employees are directed to: <ul style="list-style-type: none"> <li>○ Take personal items (i.e. purses, briefcases, lunch boxes, etc..) with them.</li> <li>○ Leave lights on.</li> <li>○ Door open and unlocked.</li> <li>○ Turn off computers and noisy equipment (radios, etc).</li> <li>○ Lock up classified and sensitive documents.</li> <li>○ Open up cabinets, drawers, overhead bins, etc..</li> <li>○ Make a visual check of their area for any suspicious or unidentified items prior to departing. Leave open as an indicator that they have been searched.</li> <li>○ Report suspicious items to 5555.</li> </ul> </li> <li>• Receive search reports from the floor monitors and coordinate them with searches performed by FPS and local law enforcement resources.</li> <li>• Establish communications with the CCC. On a regular basis, forward information to the CCC Operations Officer regarding significant events and search results, keeping the designated official informed of all conditions as they develop.</li> <li>• Notify the following agencies of the bomb threat and request their assistance as requested by the FPS, Emergency Services Officer or Security Manager/Force Protection Officer: <ul style="list-style-type: none"> <li>○ Battle Creek Fire Department (Fire suppression &amp; rescue)</li> <li>○ Battle Creek Emergency Services (Mobile Command Post)</li> <li>○ Local Emergency Medical Services (Advanced Life Support)</li> <li>○ Battle Creek Police Department</li> <li>○ Post 46 State Police (Bomb Disposal Unit/Dogs)</li> <li>○ FPS - Detroit</li> <li>○ Kalamazoo Police Department (Bomb Disposal Unit)</li> </ul> </li> <li>• Initiate a search of all critical areas under the direction of the FPS and the Emergency Services Officer/alternate.</li> <li>• In coordination with the FPS, instruct floor monitors to search areas; inspections will be in accordance with established procedures.</li> <li>• Prescribe, in conjunction with the designated official, appropriate levels of evacuation of the HDIFC. Evacuation will be to safe distances as outlined in the Terrorist Bomb Threat Stand-Off criteria, as established by the TSWG.</li> </ul>
<p>FPS/Contract Guard Service</p>	<ul style="list-style-type: none"> <li>• Immediately notify the FPS, designated official, the Emergency Services Officer, and Security Manager/Force Protection Officer and notify them of the situation.</li> <li>• Proceed to the EOC or alternate EOC (FPS).</li> <li>• Respond to the affected areas to assist in evacuation efforts (contract guards).</li> </ul>

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|  | <ul style="list-style-type: none"><li>• Assume responsibility for incident investigation, consistent with Federal jurisdiction.</li></ul> |
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## BOMB THREAT PROCEDURE

### RESPONSIBILITIES

GSA Property Manager	<ul style="list-style-type: none"> <li>• Report to the EOC located in 1A-SB-12.</li> <li>• Coordinate searches of the GSA spaces.</li> <li>• Advise EOC director of search results.</li> <li>• In the event of an explosion, coordinate damage control efforts.</li> </ul>
Floor Monitors and Supervisors	<ul style="list-style-type: none"> <li>• Coordinate preliminary search activities.</li> <li>• Ensure the following employee actions are taken prior to evacuation. <ul style="list-style-type: none"> <li>○ Take personal items (i.e. purses, briefcases, lunch boxes, etc..) with them.</li> <li>○ Leave lights on.</li> <li>○ Doors open and unlocked.</li> <li>○ Turn off computers and noisy equipment (radios, etc.).</li> <li>○ Lock up classified and sensitive documents.</li> <li>○ Open up cabinets, drawers, overhead bins, etc. and leave them open as an indicator that they have been searched.</li> <li>○ Make a visual check of their area for any suspicious or unidentified items prior to departing.</li> <li>○ Report suspicious items to 5555.</li> </ul> </li> <li>• Should a suspicious item be discovered, terminate all search activities and evacuate personnel immediately.</li> <li>• Ensure evacuation is conducted in an orderly fashion and personnel are directed to identified evacuation routes.</li> <li>• Following evacuation, tag the exterior side of stairwell doors.</li> </ul>

## Employee Guide – Dealing with Bomb Threats

### Telephonic Bomb Threats

1.	Use the Telephone Bomb Threat Checklist provided in this document to record the information.
2.	Follow the checklist but be flexible, write down all pertinent information.
3.	Attempt to have a second person monitor the call. Do not alert the caller to the presence of the monitor.
4.	Be polite and treat as any business call. Try not to be nervous.
5.	Do not accuse or argue with the caller.
6.	If the caller wants to talk, talk to them.
7.	Do not terminate the call, let the caller hang up first.
8.	Immediately notify security, extension 5555 and report the call.

### Written Bomb Threat

1.	Immediately notify security, extension 5555.
2.	Save everything - Handle the letter and envelope as little as possible. Do not let others touch or read it.



## TELEPHONE BOMB THREAT CHECKLIST

**Be Courteous:** If a person makes a telephone threat and they want to talk – talk to them.  
**Don't be Nervous:** Treat as any business call.  
**Contact Security at ext. 5555 Immediately!**

**FOLLOW THIS CHECKLIST BUT BE FLEXIBLE. WRITE ON A SEPARATE SHEET OF PAPER IF NECESSARY.  
 DO NOT ACCUSE THE CALLER. HAVE A SECOND PERSON LISTEN IN IF POSSIBLE.**

**THINK AND PRACTICE BEFORE A REAL CALL.**

1. When is the bomb going to explode? \_\_\_\_\_
2. Where is the bomb? \_\_\_\_\_
3. What does it look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will cause it to explode? \_\_\_\_\_
6. Did you place the bomb? \_\_\_\_\_
7. Why did you place the bomb? \_\_\_\_\_
8. What is your name? \_\_\_\_\_
9. What is your address? \_\_\_\_\_

Angry

### Callers Voice (circle all that apply)

Calm	Broken	Disguised	Nasal
		Stutter	
Slow	Sincere	Lisp	
Rapid	Giggling	Deep	
Crying	Squeaky	Excited	
Stressed	Congested	Loud	
Slurred	Intelligent	Crazy	
Stupid	Ragged	Normal	
Raspy	Whispered	Soft	
Distinct	Laughter	Accent	
Incoherent	Foul	Taped	
Reciting	Patronizing	Mean	
Other Impressions? _____			

If the voice is familiar, who? \_\_\_\_\_

Caller's Age: \_\_\_\_\_ Race: \_\_\_\_\_ Sex: \_\_\_\_\_ Remarks: \_\_\_\_\_

**INFORM THE CALLER THAT THERE ARE PEOPLE IN THE BUILDING AND YOU NEED MORE INFORMATION.**

**ASK THE CALLER TO REPEAT THE INFORMATION.**

### EXACT WORDING OF THE THREAT (use back of this sheet or other paper as necessary)

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### BACKGROUND NOISES (Circle all that apply)

Street Sounds	Crockery	Voices	Clear	Wind	Local
Factory machinery	PA System	Static	Office	Music	Traffic
Animal noises	Cell Phone	Motor	TV/Radio		

Other sounds/impressions: \_\_\_\_\_

**NAME/EMPLOYER/PHONE NUMBER:** \_\_\_\_\_

**NUMBER/EXTENSION AT WHICH THE CALL WAS RECEIVED** \_\_\_\_\_

**DATE/TIME RECEIVED** \_\_\_\_\_

**TURN THIS COMPLETED FORM OVER TO SECURITY/LAW ENFORCEMENT PERSONNEL.**

## HAZARDOUS MATERIALS (HAZMAT)/WMD INCIDENT PLAN

### HAZARDOUS MATERIALS/WASTE

1. **Basic Concept:** Incidents involving hazardous material/Chemical, Biological, or Radiological materials that cannot be immediately classified as accidental, will be treated as hostile/potentially hostile. Appropriate FPCON response will be made IAW Enclosure 10 of this plan.
2. **Background:** The HDIFC does not regularly generate hazardous waste. Programs are in place to strictly monitor and limit the purchase of hazardous materials. This plan assigns responsibility should HDIFC generate HAZMAT or Hazardous Waste.
3. **Generator Information:** DLIS maintains licensure as a small quantity - conditional (SQG) generator. This status allows the generator to accumulate no more than 100 kg (220 lbs) of hazardous waste per month with an unlimited storage time. Storage and disposal operations are the responsibility of DLIS-R.

### WEAPONS OF MASS DESTRUCTION (WMD) INCIDENTS

Weapons of Mass Destruction include Chemical, Biological and Radiological weapons. Because of the nature of these weapons, they are classed as "Hazardous Materials" and response procedures are consistent.

### RESPONSIBILITIES

DLIS-R	<ul style="list-style-type: none"> <li>• Monitor the intake of product for storage. Any container taken in must be weighed and labeled prior to being placed in the storage locker. Unidentified containers will not be stored in the HazMat locker (located in Lot 7) for any reason.</li> <li>• Maintain an inventory of the contents of the storage locker. Appropriate entries will be entered in the Hazardous Waste Inventory Control log and the Hazardous Waste log.</li> <li>• As weight and/or storage limits approach capacity, contact DRMO-Selfridge and prepare necessary shipping documents.</li> <li>• Ensure copies of all shipping documents are forwarded to DLIS-RW (Recycling and Waste Reduction).</li> </ul>
Recycling and Waste Reduction (DLIS-RW)	<ul style="list-style-type: none"> <li>• Ensure compliance and provide over-sight for hazardous waste operations.</li> <li>• Establish a central collection point for all shipping documents, manifests, disposal documents, and Environmental Protection Agency (EPA)/Michigan Department of Environmental Quality (MDEQ) actions.</li> <li>• Serve as the point of contact for all inquiries and inspections.</li> <li>• Coordinate Hazardous Materials/Hazardous Waste (HM/HW) related training for DLIS-R employees.</li> </ul>
Fire Protection/Emergency Services Officer	<ul style="list-style-type: none"> <li>• Provide monthly inspections of the storage container for leaks, spills, labeling and inventory discrepancies.</li> <li>• Develop emergency response procedures for releases, leaks and spills.</li> <li>• Develop and distribute employee guidance information.</li> <li>• Maintain awareness of current threat information.</li> <li>• Maintain Material Safety Data Sheets and a Hazardous Chemical Inventory, providing copies to GSA.</li> <li>• Serve as point of contact for EPA/MDEQ numbers and generator status.</li> <li>• Forward copies of all hazardous waste operations related documents to DLIS-RW - Recycling and Waste Reduction.</li> </ul>

## HAZARDOUS MATERIALS (HAZMAT)/WMD INCIDENT PLAN

### HAZARDOUS MATERIALS/WASTE

#### PROCEDURES FOR RELEASES, LEAKS AND SPILLS

The HAZMAT/WMD Incident Plan is multifaceted and ensures:

- Each incident is handled quickly and appropriately.
- Appropriate organizational elements are contacted when such incidents occur.

#### RESPONSIBILITIES

Any employee identifying that a HAZMAT/WMD incident has taken place	<ul style="list-style-type: none"> <li>• Evacuate the area to a safe distance.</li> <li>• Call the contract guard, extension 5555, and provide information regarding the extent of the incident, damage and injuries.</li> <li>• NOT attempt to accomplish rescue, repair or clean-up.</li> <li>• Keep personnel out of immediate area.</li> </ul>
Contract Guard Service Control Center (Post 30A)	<ul style="list-style-type: none"> <li>• Ascertain the following information: <ul style="list-style-type: none"> <li>✓ Any injuries?</li> <li>✓ Location and type of suspected HAZMAT or agent involved?</li> <li>✓ Cause of incident, i.e., leaking drum or tank, envelope containing suspicious contents?</li> <li>✓ Has area been evacuated?</li> </ul> </li> <li>• Notify the Fire Protection/Emergency Services Officer/deputies, and the DRMS Health and Safety Office on DLIS Tactical Radio Net.</li> <li>• Call 9-911 and request the response of BCFD's HAZMAT Response Unit. (This unit, assigned to fire station #6 on Southwest Capital Avenue near I-94 requires early notification for quick response.)</li> <li>• Dispatch contract guards to immediate area to secure all entrances into involved area. NOTE: Responding security personnel are NOT under any circumstances to become involved in investigation or rescue attempts.</li> </ul>
Fire Protection/Emergency Services Officer and Deputies	<ul style="list-style-type: none"> <li>• Respond to the scene and perform initial size-up and assessment.</li> <li>• Establish on-scene command and liaison with BCFD.</li> <li>• Advise designated official of need to accomplish full or partial evacuation of the complex and decontamination requirements.</li> <li>• Maintain current Material Safety Data Sheets (MSDS) for the HDIFC in the EOC. NOTE: GSA is the primary user and control agency of materials identified as hazardous. (The Fire Protection/Emergency Services Officer's office maintains regularly updated MSDS.)</li> <li>• Prepare and forward necessary reports to the EPA and the MDEQ.</li> </ul>
EOC Director	<ul style="list-style-type: none"> <li>• Activate EOC with level 2 staffing.</li> <li>• Direct and control evacuation/relocation of personnel as directed by Fire Protection/Emergency Services Officer/Deputies.</li> <li>• Respond to requests from on-scene command.</li> </ul>
BCFD HazMat Team	<ul style="list-style-type: none"> <li>• Accomplish all rescue, decontamination and containment. NOTE: Disposal and clean-up remains the responsibility of the responsible tenant agency.</li> </ul>

## **Guidance for Suspicious Mail/Exposure to Unknown Contents**

**With the possibility of further terrorist threats within the borders of the United States in the form of biological or chemical agents delivered in the mail, there is naturally a concern on the part of every American regarding how we protect ourselves from threats of this nature. It is vital that we not panic and deal with this threat in a calm, calculated manner.**

**Our first and most effective defense is increased awareness. In an effort to provide you with some tools to assist you, the Office of Emergency Services has put the following information together for you.**

### **LEARN TO IDENTIFY SUSPICIOUS MAIL**

- Most bombs arrive in boxes or parcels, not envelopes.
- Most hazardous materials and other nasty stuff arrive in envelopes.

### **SUSPICIOUS LETTER AND PARCEL RECOGNITION POINTS**

- Excessive Securing Material (Tape, String, Etc.).
- Handwritten or Poorly Typed Addresses.
- Excessive Postage.
- Incorrect Titles or Titles but No Names.
- Misspellings of Common Words.
- Oily Stains or Discolorations (Oil, Polish Remover, Vinegar, Mothballs, Etc.).
- Missing Return Address.
- Unfamiliar Sender.
- Return Address and Postmark Don't Match.
- Excessive Weight.
- Rigid or Stiff Envelope.
- Lopsided, Uneven or Bumpy Envelope.
- Protruding Wires or Tinfoil.
- Visual Distractions.
- Foreign Mail, Air Mail and Special Delivery.
- Restrictive Markings ( Confidential, Personal, Etc.).
- Designed to Only Open in One Direction.
- Anything Abnormal or Suspicious.
- **Always be Cautious!**

### **WHAT SHOULD I DO IF I HAVE RECEIVED A SUSPICIOUS PARCEL OR ENVELOPE IN THE MAIL?**

- Do not try to open the item!
- Isolate the item. Don't move it around the office or let anyone else handle it.
- Evacuate the immediate area.
- Call the Contract Guard Control Center, Ext. 5555 and report that you have received suspicious mail.

### **Guidance for Suspicious Mail/Exposure to Unknown Contents**

#### **IF YOU OPEN MAIL AND DISCOVER OR COME IN CONTACT WITH AN UNIDENTIFIED SUBSTANCE**

- Do not handle or allow anyone else to handle the mail piece or package any further.
- Move away from the item.
- Do not leave the area or spread the substance any further than absolutely necessary.
- Do not let fellow employees approach you.
- Call or direct someone to call the Contract Guard Control Center Extension 5555 and advise that you have been exposed to an unknown substance.
- When First Responders arrive, listen carefully to instructions and do as directed.

#### **WHAT SHOULD YOU EXPECT FROM FIRST RESPONDERS AND THE HAZARDOUS MATERIALS TEAM?**

- Initial responders will not make physical contact with you.
- They will ask you to brush any excess substance from yourself.
- After the area has been evacuated, you will be asked to move to the nearest restroom.
- You will be directed to thoroughly wash your hands with hot soapy water until the local hazardous materials team arrives.
- You will be decontaminated by the hazmat team.
- You will be transported to the hospital for evaluation and observation.

## CIVIL DISORDERS PLAN PROCEDURES

1. The protection of life, property and maintenance of law and order at the HDIFC is exclusive to the FPS.
2. The right of the United States Government to protect Federal property by intervention with Federal troops is an accepted principle. This form of intervention is warranted only where the need for protection of Federal property clearly exists, and the state and local authorities cannot, or will not, give adequate protection.
3. Primary responsibility for physical security at the HDIFC rests with the FPS, the FPS contract guard service and the Security Division (DRMS-WS).
4. Control of civil disturbances occurring outside the HDIFC is the responsibility of civil authorities. The use of firearms, other ordinances and chemical items is the responsibility of local authorities, sheriffs and Michigan State Police assigned to ensure proper preservation of personnel and Government property.
5. After the Designated Official, Security Manager/Force Protection Officer and Emergency Services Officer (ESO), or alternate, have been notified of a civil disturbance or disorder affecting the HDIFC, disseminate a warning to all employees of each agency through the public address system. Upon such a warning, supervisory personnel will:
  - Accomplish all appropriate security measures, as directed.
  - Evacuate personnel from lower floors to higher floors, or away from disturbance. NOTE: Concurrent jurisdiction of U.S. property includes all parking lots.

### RESPONSIBILITIES

Designated Official	Coordinate with the FPS regarding implementation of plans to maintain law and order at the HDIFC.
FPS/Contract Guard Service	<ul style="list-style-type: none"> <li>• Establish and maintain close liaison and communication with all local, state and Federal law enforcement agencies in order to receive any information that may pertain to demonstrations and disorders.</li> <li>• Ensure the contract guard force receives training in the handling of disorders or disturbances.</li> <li>• Ensure all necessary officials and departments are notified of any disturbances or disorders.</li> <li>• Request additional help whenever needed and assure needed help is available at all times.</li> <li>• Coordinate with all responding law enforcement agencies.</li> <li>• Provide a detention area for all detained personnel.</li> <li>• Secure all vital areas.</li> <li>• Act as liaison between the designated official, contract guard service and other law enforcement agencies.</li> </ul>

### **CIVIL DISORDERS PLAN**

HDIFC Employees	<ul style="list-style-type: none"><li>• After a public announcement regarding HDIFC closure because of demonstration, do not attempt to come to work until notified the building is open.</li><li>• If there is no public announcement and demonstrators are at the door normally used to enter the HDIFC, attempt to enter through other doors not involved in the demonstration.</li><li>• Avoid physical and verbal contact with demonstrators. Once at your workplace, remain there after closing your blinds and draperies. Do not sit or stand next to the windows.</li><li>• If, while a demonstration is underway, you encounter a person inside the building who is not wearing an identification card, immediately provide the individual's description and whereabouts to the contract guard service, extension 5555.</li><li>• Follow all guidance provided through the public address system or floor monitors. If conditions persist, you may receive instruction to vacate all ground level floors for your safety and similarly instructed to depart the building only through specific exits.</li></ul>
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## FORCE PROTECTION CONDITION (FPCON) OPERATIONS

### SITUATION

The HDIFC is under the threat of terrorist attack based upon intelligence received, or a terrorist attack is imminent. This enclosure may also be implemented upon direction from DLA, DoD or Homeland Security authorities.

### FRIENDLY FORCES

- GSA/Federal Protective Service (FPS) - Detroit
- Battle Creek Police Department
- Federal Bureau of Investigation – Kalamazoo Resident Agency
- Michigan State Police - Battle Creek Post
- Michigan Regional Response Team

### ASSUMPTIONS

- Resources located in the HDIFC are vulnerable to criminal or terrorist acts.
- Reaction by all HDIFC agencies will be swift and decisive.
- Force Protection Condition (FPCON) operations will require a quick transition from normal operations.
- Agencies other than security guards and HDIFC organic may be utilized to help support this enclosure.

### MISSION

To reduce and deter the vulnerability of the HDIFC, its resources, personnel, and facilities to a terrorist attack, through the careful and systematic implementation of appropriate Force Protection Condition (FPCON) measures and through measures prescribed by GSA Alert Levels.

### CONCEPT OF OPERATIONS

Contract security guards will respond and take initial actions to contain/secure outlined threats, incidents or events. The checklists implemented by this enclosure provide guidance for the designated official to cope with various contingencies. The Security Manager, Security Division (DRMS-WS), Force Protection Officer and Federal Protective Service (FPS) Law Enforcement and Security Manager will share and analyze all intelligence information and recommend to the designated official an appropriate FPCON level. The Designated Official will then implement a FPCON. In situations involving the immediate safety and security of employees, facilities, and resources, all necessary FPCON actions will be initiated by the Security Manager and/or FPS Law Enforcement and Security Manager, as appropriate.

**NOTE:** DoD FPCON measures are closely aligned with corresponding measures under the Homeland Security Level system. Should the official GSA Alert Level be different than the established DoD FPCON, then officials from FPS and the Security Division will make recommendations to the Designated Official and to the GSA facility manager on how appropriate measures will be implemented, in order to ensure continuity and consistency of security operations.

### RESPONSIBILITIES

Each unit or agency chief assigned to the HDIFC, will develop the capability within their unit/staff agency to satisfy the requirements contained in this appendix.

Designated Official (DLIS-D)	<p>Responsible for implementation of this enclosure and will:</p> <ul style="list-style-type: none"> <li>• Evaluate DOD/DLA instructions and intelligence to determine the best FPCON for the threat at hand, and directs all HDIFC employees to implement the associated FPCON actions/measures.</li> <li>• Coordinate appropriate internal and external communications with <b>DRMS-J</b>.</li> <li>• Mobilize DLIS-R for initial manpower requirements required to support this enclosure.</li> <li>• Direct 100 percent HDIFC employee compliance with mandates established by this enclosure.</li> </ul>
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### FORCE PROTECTION CONDITION (FPCON) OPERATIONS

Designated Official (DLIS-D) (Continued)	<ul style="list-style-type: none"> <li>• Make all formal requests for support of friendly forces to FPS.</li> <li>• Coordinate with the Security Division and FPS for any appropriate particular measures from higher level FPCONs that may be desired without implementing the entire particular FPCON response.</li> </ul>
Federal Protective Service Law Enforcement and Security Manager	<p>Responsible for the overall security of the HDIFC, and through the contract guard service will:</p> <ul style="list-style-type: none"> <li>• Implement specific measures to secure the HDIFC complex in accordance with plans and procedures in support of this plan.</li> <li>• Maintain a required guard force to support all actions and taskings required by this plan.</li> <li>• As needed, request response and assistance from the FPS-Detroit, Battle Creek Police Department, or other appropriate law enforcement agency.</li> <li>• Monitor basic employee compliance with this plan during normal and increased security conditions.</li> <li>• Coordinate law enforcement, physical security and force protection measures with the Security Division.</li> </ul>
GSA Property Manager	<ul style="list-style-type: none"> <li>• Place temporary roadblocks, barriers or barricades where needed as directed by the appropriate FPCON.</li> <li>• Prepare to provide building plans, blueprints, engineering and utilities information to other agencies responsible for implementing portions of this plan.</li> </ul>
Director of Planning and Resource Management (DLIS-R)	<p>Responsible for providing all logistical support for this plan and will:</p> <ul style="list-style-type: none"> <li>• Provide initial manpower in support of FPCON implementation as necessary.</li> <li>• Activate and man the EOC as necessary.</li> <li>• Direct the submission of SITREP reports.</li> <li>• Act as the EOC director upon implementation of the OEP.</li> </ul>
Security Manager, Security Division (DRMS-WS)	<p>Responsible for all security matters affecting HQ DRMS/DLIS/DSIO-J/DAPS Battle Creek and will:</p> <ul style="list-style-type: none"> <li>• Provide security guidance to the designated official and other staff agencies.</li> <li>• Recommend initiation of specific FPCON and other appropriate actions.</li> <li>• Coordinate physical security and force protection measures with the FPS.</li> </ul>

## **FORCE PROTECTION CONDITION ALPHA**

### **SITUATION**

A general threat of terrorist activity exists which could effect the HDIFC.

### **MISSION**

To ensure all employees working in the HDIFC knows what FPCON ALPHA is and what actions are to be taken as a minimum.

### **EXECUTION**

#### **Definition**

Applies when there is a general threat of possible terrorist activity against employees and facilities, the nature and extent of which are unpredictable, and the circumstances do not justify full implementation of FPCON BRAVO. However, it may be necessary to implement certain measures from higher FPCONs resulting from intelligence received or as a deterrent.

#### **Concept of Operations**

The measures in this FPCON must be capable of being maintained indefinitely.

#### **Measures**

Each tasked office, directorate, unit, or agency operations at the HDIFC will carry out the required measures through the respective emergency plans and procedures checklists (limited distribution). The following are common tasks for all employees under this FPCON.

- Check workplace and common areas at the beginning of each day for suspicious persons and packages. Report anything suspicious to the contract guard force, ext. 5555.
- Review measures to be taken during FPCON BRAVO.

## **FORCE PROTECTION CONDITION BRAVO**

### **SITUATION**

An increased or more predictable threat of terrorism exists that could effect the HDIFC.

### **MISSION**

To ensure all employees working in the HDIFC knows what FPCON BRAVO is and what actions are to be taken as a minimum.

### **EXECUTION**

#### **Definition**

Applies when an increased and more predictable threat of possible terrorist activity exists.

#### **Concept of Operations**

The measures in this FPCON must be capable of being maintained for weeks without causing hardship, affecting operational capability, or aggravating relations with local authorities.

#### **Measures**

Each tasked office, directorate, unit, or agency operations at the HDIFC will carry out the required measures through the respective emergency plans and procedures checklists (limited distribution). The following are common tasks for all employees under this FPCON.

- Continue to check workplaces and common areas at the beginning of each day for suspicious persons and packages. Report anything suspicious to the contract guard force, ext. 5555.
- Review measures to be taken during FPCON CHARLIE.
- Lock personal vehicles and make a visual inspection prior to entering and driving them.

## **FORCE PROTECTION CONDITION CHARLIE**

### **SITUATION**

The HDIFC is threatened by an imminent terrorist attack.

### **MISSION**

To ensure all employees working in the HDIFC knows what FPCON CHARLIE is and what actions are to be taken as a minimum.

### **EXECUTION**

#### **Definition**

Applies when an incident occurs or intelligence is received indicating some form of terrorist action against employees or facilities is imminent.

#### **Concept of Operations**

The measures in this FPCON for more than a short period will probably create hardship and affect the peacetime activities of the center, units and their employees.

#### **Measures**

Each tasked office, directorate, unit, or agency operations at the HDIFC will carry out the required measures through the respective emergency plans and procedures checklists (limited distribution). The following are common tasks for all employees under this FPCON.

- Continue to check workplaces and common areas at the beginning of each day for suspicious persons and packages. Report anything suspicious to the contract guard force, ext. 5555.
- Review measures to be taken during FPCON DELTA.
- Lock personal vehicles and make a visual inspection prior to entering and driving it.
- Draw window blinds and window shades to minimize the possibility of sniper/ballistics attack.

## **FORCE PROTECTION CONDITION DELTA**

### **SITUATION**

The HDIFC has come under actual terrorist attack.

### **MISSION**

To ensure all employees working at the HDIFC knows what FPCON DELTA is and what actions are to be taken as a minimum.

### **EXECUTION**

#### **Definition**

Implementation applies in the immediate area where a terrorist attack has occurred or when intelligence has been received that terrorist action against a specific location or person will occur.

#### **Concept of Operations**

All installation employees must be prepared for an attack.

- Continue to check workplaces and common areas at the beginning of each day for suspicious persons and packages. Report anything suspicious to the contract guard force, ext. 5555.
- Lock personal vehicles and make a visual inspection prior to entering and driving it.
- Draw window blinds and window shades to minimize the possibility of sniper/ballistics attack.
- Terminate local administrative trips and visits.
- Be prepared to remain in place during the duration of FPCON DELTA.
- Evacuate the HDIFC when directed by the designated official or GSA Property Manager.

## **HOSTAGE SITUATION/BARRICADED SUSPECT**

### **SITUATION**

HDIFC officials can be confronted with a hostage/barricaded suspect situation at any time and without warning; therefore planning is essential. A hostage/barricaded suspect situation presents a series of problems that demand sound judgment and incisive actions based on well established principles and the cooperation of several agencies. Sensitive DLA resources, certain DLA personnel and the Federal Government establishment as a whole must be considered attractive targets.

### **MISSION**

To successfully resolve the hostage situation with the primary emphasis on hostage safety, protection of resources and mission continuity.

### **POLICY**

This plan applies to all occupants of the HDIFC. The plan is multifaceted and ensures:

1. Quick and proper response to each emergency.
2. Contact with appropriate organizational elements when emergencies occur.

### **RESPONSIBILITIES**

- It is the joint responsibility of the Security Manager, Security Division (DRMS-WS), Force Protection Officer, the Emergency Services Officer and the FPS to set policy, create guidelines and generally oversee the mitigation of hostage emergencies occurring at the HDIFC.
- It is the responsibility of the FPS to initiate and coordinate law enforcement response to the threat.
- It is the responsibility of the emergency response team to respond to medical emergencies while ensuring their own personal safety.
- It is the responsibility of all supervisory personnel to ensure personal safety and employee safety by ensuring compliance with this and other pertinent directives.

### **PROCEDURES**

Employees	<ul style="list-style-type: none"> <li>• If gunfire or explosions occur in or near your area, get away from windows and seek cover immediately. Before taking any decisive action, attempt to ascertain the nature of the threat.</li> <li>• If openly exposed to the hazard, drop to a prone position and cover your head and eyes with your arms. Crawl, do not run, to protective cover at the earliest opportunity.</li> <li>• Know the difference between cover and concealment. Cover provides some protection against bullets or fragments as well as visual observations. Concealment protects you only from visual observation. Cover is always preferable to concealment.</li> </ul>
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## HOSTAGE SITUATION/BARRICADED SUSPECT

### PROCEDURES

(Continued)

Employees	<ul style="list-style-type: none"> <li>• If you as an employee are taken hostage. <ul style="list-style-type: none"> <li>○ Try to remain calm.</li> <li>○ Do nothing to antagonize the hostage-taker. Obey all instructions from the hostage-taker.</li> <li>○ Listen and observe carefully what the hostage-taker says and does.</li> <li>○ Be observant of your surroundings. You will eventually be released or rescued.</li> <li>○ Establish or be receptive to a positive dialogue with hostage-takers.</li> </ul> </li> <li>• Call for assistance by telephoning the Contract Guard Control Center, extension 5555, if you can do so safely. Advise the guard of the perceived nature of the threat. If you are under direct attack, provide the exact location, the situation and how many people and perpetrators there are.</li> </ul>
Contract Guards/FPS Initial responding contract guards	<ul style="list-style-type: none"> <li>• Establish and maintain absolute perimeter control and assist in evacuation of personnel until the arrival of Battle Creek Police Department (BCPD)</li> <li>• Notify the following (in sequence) <ul style="list-style-type: none"> <li>○ BCPD (9-911)</li> <li>○ Emergency services staff on DLIS radio net</li> <li>○ FPS/Detroit</li> <li>○ FBI/Kalamazoo</li> </ul> </li> <li>• Do not direct any medical emergency response personnel to the scene until it is secured by law enforcement personnel.</li> <li>• Isolate scene from a safe location. This includes floor below and floor above until arrival of BCPD units.</li> </ul>
Fire Protection /Emergency Services Officer and Security Manager	<ul style="list-style-type: none"> <li>• Activate the EOC in the most appropriate location and request command staff to report in person to the CCC.</li> <li>• Establish, Hot, Warm and Cold zones. <ul style="list-style-type: none"> <li>○ Hot zone - Area(s) directly involved in the incident.</li> <li>○ Warm zone - Area(s) immediately adjacent to the hot zone.</li> <li>○ Cold zone - All other areas.</li> </ul> </li> <li>• Brief Command Staff and provide periodic updates.</li> <li>• Initiate appropriate FPCON measures IAW Enclosure 10 of this plan.</li> <li>• Determine safest evacuation routes.</li> <li>• Identify safe relocation areas for displaced employees.</li> <li>• Direct evacuation of warm and cold zones.</li> <li>• Identify safe staging areas for emergency response team and incoming EMS units.</li> </ul>
Command Staff	<ul style="list-style-type: none"> <li>• Report to CCC located in 1B-SB-02.</li> <li>• Make decisions based on the best information available at the given time.</li> <li>• Determine the disposition of displaced personnel.</li> </ul>
Emergency Response Team	<ul style="list-style-type: none"> <li>• Team Leaders respond to EOC.</li> <li>• Assist in employee evacuation.</li> <li>• Prepare for mass casualty incident (MCI).</li> <li>• Identify and establish triage areas.</li> <li>• Not respond or attempt to render aid in an unsecured scene.</li> </ul>

## VIOLENCE IN THE WORKPLACE

### POLICY

Acting in the best interest of safety and the overall well-being of the occupants of the HDIFC, the tenant organizations have adopted a "zero tolerance" stance regarding real/potential violence in the workplace. "Zero tolerance" indicates that all reported incidents of workplace violence, whether real or perceived, of whatever magnitude, will be addressed in the manner outlined in the Procedures and Responsibilities sections of this document.

#### Real acts of violence include;

- Any act that involves physical assault.
- Any threat to harm or endanger the safety of an individual.

#### Potential acts of violence include;

- Obvious behavior indicating a potential for violence, (possession of a weapon, throwing objects, destroying property).
- Unusual behavior from an individual that may cause someone else to perceive that there is a potential for violence.

### PROCEDURES

- Upon receiving a report of workplace violence, the first priority is ensuring the safety of the complainant and the workforce.
- If the incident is of an emergent nature, FPS/Contract Guards/Local Law Enforcement will take appropriate action.
- If the incident involves a non-emergent or potential act of violence, the Threat Assessment Team will convene to assess the threat, interview witnesses, make recommendations to management and notify the Designated Official.

### RESPONSIBILITIES

Employees	<ul style="list-style-type: none"> <li>• Report all incidents of violence that present an immediate threat (assaults or direct threats to safety) to self or others to the Contract Guard Control Center (extension 5555).</li> <li>• Report all acts of potential or perceived violence that do not present an immediate threat to their supervisor <u>and</u> FPS through the Contract Guard Control Center (extension 5555).</li> </ul>
Contract Guard Personnel	<ul style="list-style-type: none"> <li>• Take immediate action to isolate threats of violence and to prevent harm, or further harm, to employees.</li> <li>• Immediately contact Federal Protective Service.</li> <li>• Coordinate the handling of an incident with other law enforcement agencies.</li> <li>• If personnel are injured, activate an emergency medical response.</li> </ul>
Supervisors	<p>Upon receiving information from an employee or observing an incident, <b><u>will</u></b> immediately:</p> <ul style="list-style-type: none"> <li>• Report all incidents of workplace violence, whether real or perceived, of whatever magnitude, to the Contract Guard Control Center (extension 5555).</li> <li>• Report the incident to a member of the HDIFC Workplace Violence Committee.</li> </ul>

## VIOLENCE IN THE WORKPLACE

### RESPONSIBILITIES

(Continued)

Federal Protective Service	<ul style="list-style-type: none"> <li>• Investigate incidents and coordinate with other law enforcement agencies as required.</li> <li>• Advise commanders/supervisors of appropriate actions.</li> <li>• Provide statistical input to the Violence in the Workplace Committee.</li> <li>• Provide feedback to complainant/supervisors on potential security concerns</li> </ul>
Office of Investigations (DRMS-Q)	<ul style="list-style-type: none"> <li>• Focal point for victim contact.</li> <li>• Focal point for internal investigations.</li> <li>• Maintain investigative records and information.</li> </ul>
Threat Assessment Team	<ul style="list-style-type: none"> <li>• Include representatives from the Office of Emergency Services (DLIS-R), Force Protection (DRMS-WS), Office of Investigations (DRMS-Q), Federal Protective Service, Human Resources (personnel), Office of Counsel (legal), AFGE and EEO.</li> <li>• Report directly to the Designated Official.</li> <li>• Perform threat assessment and fact-finding services.</li> <li>• Provide options/recommendations to management in order to mitigate incident.</li> <li>• Provide follow-up to victims/complainants.</li> </ul>
Violence in the Workplace Committee	<ul style="list-style-type: none"> <li>• Include representatives from DLIS, DRMS, DSIO-J, GSA, medical/safety office, Office of Counsel (legal), Human Resources, Employee Assistance Program, Family Advocacy Program, AFGE, EEO, Office of Investigations (DRMS-Q), Security Division (DRMS-WS), Federal Protective Service and the Office of Emergency Services (DLIS-R).</li> <li>• Report directly to the Designated Official.</li> <li>• Provide oversight and assistance in response to acts of violence in the workplace.</li> <li>• Develop training programs for supervisors and the workforce.</li> <li>• Collect statistical data and submit periodic reports to the command staff.</li> </ul>

## **Dealing with the Violent Employee**

### **A Supervisor's Checklist**

#### **Physical Violence or Threat of Physical Violence**

##### **Immediate Action**

- Your personal safety comes first. DO NOT attempt to break up an altercation yourself or attempt to mediate when tempers are flaring. Your second priority is ensuring the safety of the workforce.
- Call extension 5555, identify yourself and the location of the incident. Report the situation and advise if anyone is injured.
- If anyone is injured, request a medical first response.
- Request the guard remove the employee(s) from the workplace and detain him/her.
- Call your immediate supervisor, report the incident and request the appropriate command office be notified.
- Document the incident while it is still fresh in your mind. Be sure to include:
  - ✓ Who was involved;
  - ✓ What happened;
  - ✓ When it happened;
  - ✓ Where it happened;
  - ✓ What actions you took;
  - ✓ Any other information you feel is pertinent.

##### **Inappropriate or Disruptive Behavior that does not present an immediate threat.**

- You may request that the employee leave. This is administrative time - not charged to leave. You must document the reason for this action. This action does not preclude subsequent disciplinary action or charging of leave at a later date.
- You may request the employee seek assistance from the Employee Assistance Program counselor.
- Document the incident and your actions. Report it to your immediate supervisor.
- Report the incident to the FPS through the Contract Guard Control Center at extension 5555.
- Report the incident to the Workplace Violence Committee. Contact Information listed in Enclosure 13B.



**To Contact the Workplace Violence Committee  
or  
If You Are Unsure of How to Deal with a Problem Employee**

<b>Function</b>	<b>Name</b>	<b>Organization</b>	<b>Phone</b>
Workplace Violence Program Chair	Mary Knapp	DLIS-R	961-4051
Threat Assessment Team Manager	Scott Sullivan	DLIS-R	961-4921
Law Enforcement	Ron Burdette	Federal Protective Service	961-7390
Law Enforcement	Paul Ott	Federal Protective Service	961-7122
Office Of Investigations	Brian Moravek	DRMS-Q	961-7308
Security Division	Judy Somers	DRMS-WS	961-5488
WPV Representative	Karen Bemus	DRMS	961-7038
WPV Representative	Larry Karns	GSA	961-5417
WPV Representative	Cynthia Phillips	AFGE	961-4119
WPV Representative	Joel Zimmer	Legal	961-5991
WPV Representative	David Thayer	Legal	961-5811
WPV Representative	Don Horner	Employee Assistance Program	961-7153
WPV Representative	Steve Butryn	Human Resources	961-7147
WPV Representative	Charles Cooper	EEO	961-4061
WPV Representative	Charles Snyder	AFMC	961-5731
WPV Representative	Steve Lewis	DSIO	961-5093